

## **OPERATIONS MANAGER**

### **SUMMARY OF POSITION**

The Operations Manager reports to the Board of Trustees and works with the Advisory Board on day-to-day operations and strategic planning to accomplish the mission, values, and purpose of Gomde UK.

### **Key Areas of Responsibility**

Liaison between the Staff and Board Advisory Group:

- Reports directly to the Board of Trustees, keeping board informed on the overall health (i.e. operations and culture) of the organization, Gomde Lindholme's relationship with the surrounding community, and any significant changes or deviations from plan. Surfaces and brings important issues to the Board that need to be addressed

Operational Budget & Expenses:

- Manages the various operational budgets set by the Board of Trustees
- Gathers and tracks expenses to ensure accuracy of accounting and reporting
- Liaises with individual business areas on their respective budgets ensuring compliance and timely reporting of expenditures

Day-to-day Operations & Staffing

- Sets staff/volunteer performance goals based on the strategic plan and orients the day-to-day, tactical management towards achieving these goals
- Participates in weekly Board Meetings meetings to discuss and decide on significant and immediate strategic and operational decisions
- Works with VAS and HR Team on HR matters and any escalating situations accordingly
- Manages the day-to-day staff & Volunteer Operations:
  - Provides strong leadership, strategic direction and support for the staff and volunteers
  - Recruits staff and volunteer roles in accordance with the annual hiring and volunteer recruitment plan and organizational strategy
  - Mediates any issues or conflicts between residents in a skillful and timely manner following policies and protocols accordingly
  - Oversees staff development and training
  - Oversees health & safety (risk assessment)

- Public Outreach & Networking:

- Develops and maintains relationships with surrounding community (e.g. other similarly aligned organizations, schools, etc.)
- Creates partnerships with like-minded organizations
- Networks with Sangha members to build stronger community participation
- Maintains good relations with local support services and community entities, such as Natural England
- **Event Oversight:**
  - Is responsible for hosting all event programmes. Manages events, organizing staff/volunteers, sub contractors and resources accordingly:
    - Communicates with participants prior, during, and post events on logistics
    - Ensures a smooth registration and guest orientation process
    - Works within budget
- **Administrative Support:**
  - Handles and makes recommendations to the board on insurance policies and yearly renewal processes
  - Manages telephone, electricity, utilities, daily post, etc.
  - Oversees all grant payments and manages operational income expenditure.
- Provides guidance and direction to the Department Managers of the following business areas, making sure that day-to-day operations functions harmoniously and in alignment with the goals of the strategic plan:
  - Housekeeping
  - Cook
  - Onsite Shop
  - Land & Gardening
  - Maintenance of Buildings & Vehicles

**Desired Leadership Skills & Competencies:**

- Able to maintain calm and composed under pressure, ability to adapt and manage through uncertainty, ability to inspire and motivate others, as well as collaborate and build relationships effectively, including with stakeholders outside of Gomde UK.
- Dedicated Buddhist practitioner, ideally with links to Ka-Nying Shedrub Ling Monastery
- Excellent written and verbal communication skills. Highly developed interpersonal skills, including the ability to hear and appreciate other points of view, including those of a diverse and cross-cultural nature.

- Strong understanding and demonstrated ability to run a successful business while upholding Buddhist values and conduct.
- Attentive to both the detail and big picture perspectives needed to ensure the day-to-day as well as long-term operational success of Gomde UK.
- Highly organized and resourceful with ability to prioritize, problem solve, and take initiative. Knowledge of how to use organizational software.
- Adept in the use of various business and web-interface systems and MS Office.
- Must be able to work non-traditional hours to get the job done.

### **Minimum Experience & Educational Requirements**

- Bachelor's degree in a related field of study, such as Business, Finance, etc. or the equivalent, related work experience.
- Minimum of five years of leadership experience, managing organizations and/or teams of similar size, scope, and complexity.